

Easy

Read

NHS
England

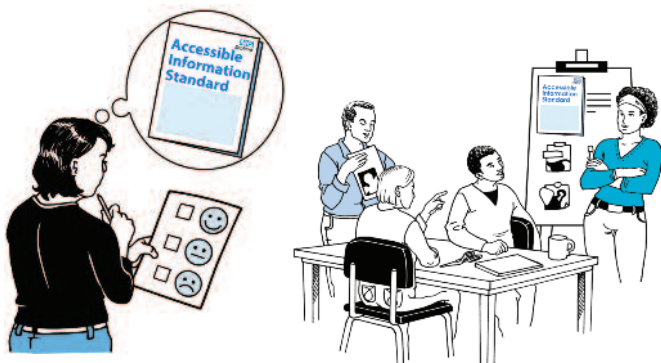


Report of Consultation

13 August - 09 November 2014

Making health and social care information accessible

1 Introduction



NHS England is developing a new 'accessible information standard.'

From 13 August until 09 November 2014 NHS England had a consultation asking people what they thought about the draft accessible information standard.

The consultation was called 'making health and social care information accessible'.

As part of the consultation, 393 people completed a survey, and about 140 people took part in a workshop.



People also gave their views by email, letter and telephone.

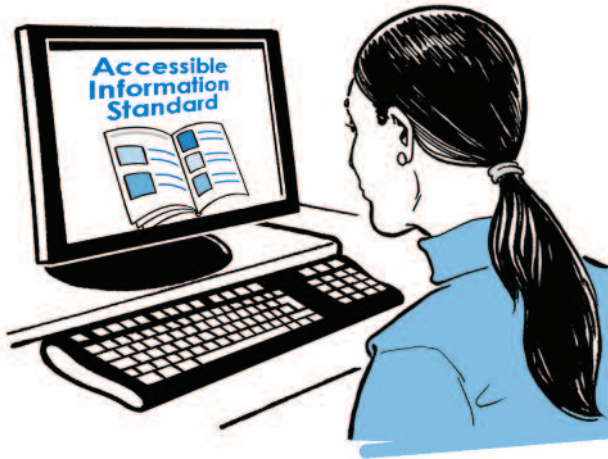


This document is the 'easy read' report of the consultation. It is a summary of the activity that took place and what people said.



NHS England would like to thank all the organisations who supported the consultation and everyone who took part.

2 Telling people about the consultation



NHS England put information about the consultation on the website:

www.england.nhs.uk/accessibleinfo



People could also ask questions or ask for information by contacting NHS England by email or telephone.



The consultation document and survey were available in different formats, including British Sign Language, audio and easy read. Paper copies were also available.



A communication plan was put in place to help people to get involved in the consultation.



This included putting information about the consultation in newsletters and on websites,



and telling lots of people about it on Twitter.

3 Summary of how the consultation was done



There were two main ways for people to have their say as part of the consultation. They could complete a survey or they could go to a workshop.



As part of the consultation, 393 completed surveys were received, including 283 online replies and 72 in an easy read format.



NHS England also worked with some voluntary organisations to host workshops. Workshops were held on behalf of NHS England by:



- CHANGE - a leading national human rights organisation led by disabled people;

- SignHealth - the healthcare charity for Deaf people;

- Sense - the charity which supports and campaigns on behalf of deafblind people;

- The Royal National Institute of Blind People (RNIB) - the charity supporting blind and partially sighted people.



Other groups also held events so that people could have their say, this included:

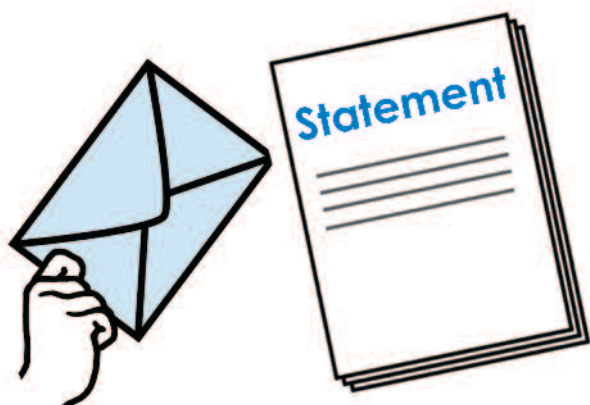
- Bradford Talking Media and Bradford Strategic Disability Partnership.

- Sight Service Gateshead and South Tyneside.

During the consultation, information about the accessible information standard was also shared as part of other events and meetings.



This was to encourage people to have their say.



As well as the surveys and workshops, some organisations sent a letter or statement about what they thought about the consultation.



Some people also gave comments by email and by letter,



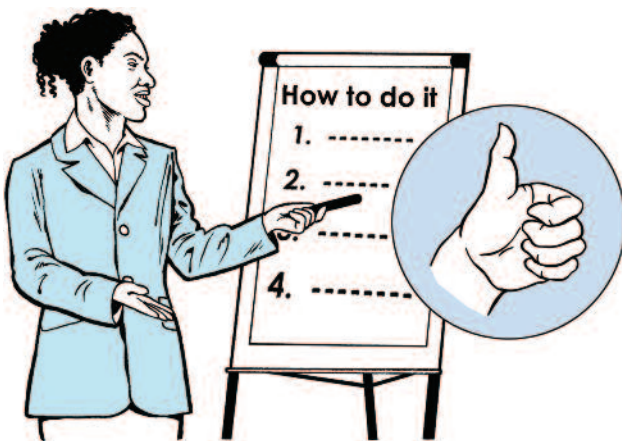
and some people gave comments by telephone.

4 What people told us as part of the consultation



The main things that people told us as part of the consultation were as follows:

- Most people supported the aims (goals) and vision (ideas) of the standard.



- Most people supported the standard's way of doing things and the steps of the standard.



- Most people thought that the effect of the standard would be good or very good.

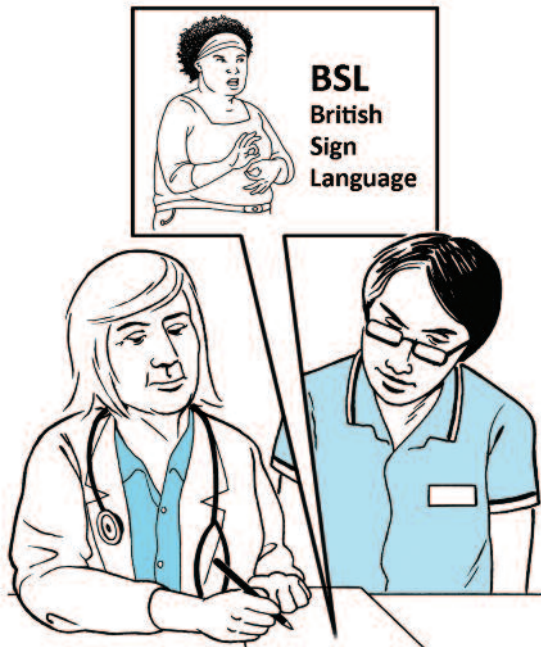


- Lots of people suggested more ideas for making information in different formats.

- Quite a lot of people thought that the standard should be clearer about who should be used as a British Sign Language (BSL) interpreter.

- People had different views about using family members or friends as interpreters. Some people thought they should not be used as interpreters,

but some people thought that it depended on the person.



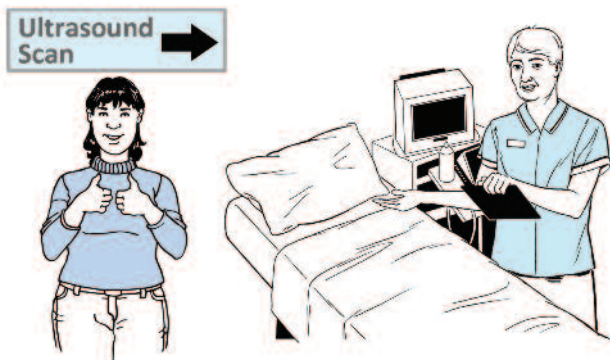
- People had different views about sharing of their information as part of the standard. Some people thought it was important that they were asked before any information was shared, but some thought that it was ok to assume.



- Most people agreed with what the standard had in it, this is sometimes called the scope.



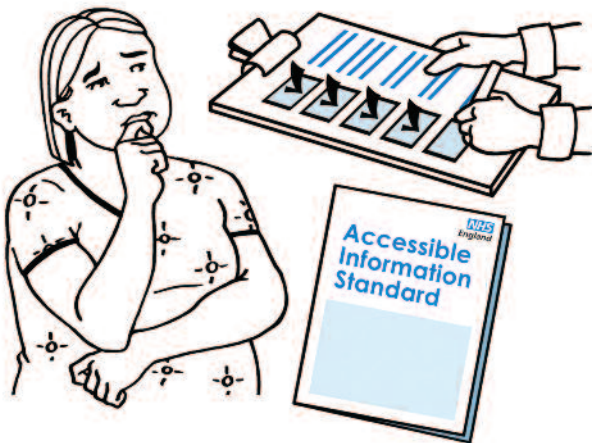
Lots of people thought that the standard should also include the accessibility of health and social care websites – or should tell people how to find the information.



Many of the people involved thought that the standard should also include the accessibility of signage.



- Some people said that the standard should explain about how Speech and Language Therapists can support people with communication needs.



- Many people who took part were worried that the standard would not be put into action properly.



Lots of people did not know that organisations will have to follow the accessible information standard by law.



- Some people made suggestions about supporting or checking that people are acting on the standard.

This could be done by inspections or by asking people to report what they have done.



- Many people who were involved suggested that patients and service users and/or voluntary organisations should be involved in supporting organisations to carry out the standard and/or in checking they are doing it.



- Some of the people involved spoke about worries about the cost of carrying out the standard.

5 Feedback given on how the consultation was done



Some people gave feedback on the consultation itself. For example, some people found it hard to find the right version of the consultation document or survey on the website.



Some people found the 'easy read' survey hard to follow. Some people also had ideas for making the documents and the consultation process better.



We will think about this feedback when we plan consultations in the future.

6 Effect of the consultation



The feedback we got as part of the consultation will guide the final version of the accessible information standard.

This will be given to the Standardisation Committee for Care Information so they can decide if it is good or not. This should happen in June 2015.



It will also guide plans for putting the standard into action and the supporting documents that are made.

7

Contacts and other formats



Copies of this report are available in easy read, British Sign Language (BSL) video (with subtitles), and audio formats from the NHS England website www.england.nhs.uk/accessibleinfo

The report can also be posted out as a hard copy, in large print, easy read, on CD, on DVD or in braille on request.

If you would like a copy of the report, or if you have a question about it, please email england.nhs.participation@nhs.net

or telephone us on:
0113 8251324.



Or you can write to:

Sarah Marsay, Public Voice
Team (Accessible Information),
NHS England, 7E56, Quarry
House, Quarry Hill, Leeds, LS2
7UE.

For updates about how the
accessible information
standard is moving forwards
and what is happening please
visit the NHS England website:

www.england.nhs.uk/accessibleinfo

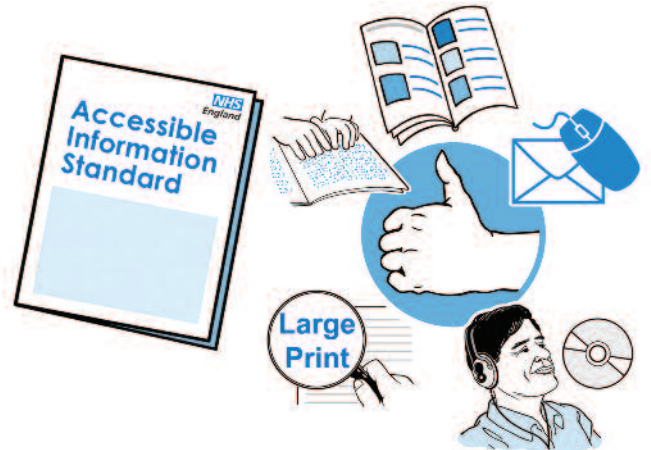
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Word Bank



Accessible Information Standard

- rules to make sure that health and care services give disabled people information they can understand and communication support if they need it.



Aims

- goals and plans that you want to make happen.



Consultation

- asking people what they think.



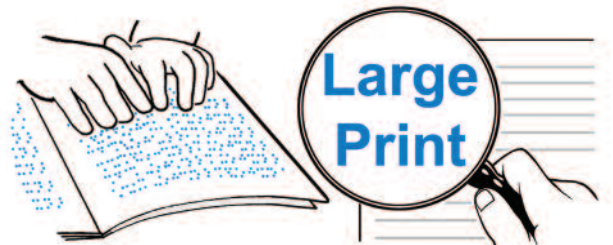
Draft

- a document or piece of writing that is not final yet. It might change before it is finished.



Format

- the way in which information is made and given. For example: braille or large print.



Survey

- asking people questions and then keeping a record of what they have said.



Easy

Read

NHS England Accessible Information Consultation Report

Making health and
social care information
accessible

This easy read document was produced by CHANGE
www.changepeople.org

